

CLAIMS

We claim:

1. A system for conducting casino business at any location within a casino comprising:
 - a host server comprising a memory;
 - a database associated with the memory;
 - data relative to the casino business retrievably stored in the memory in accordance with the database;
 - a handheld computing device capable of being transported to any location within the casino, the handheld computing device comprising a data entry system and a display system; and
 - a wireless communication system operably coupled between the host server and the handheld computing device, the wireless communication system configured for bi-directional communication of the casino business data between the host server and the handheld computing device.

2. A system for conducting casino business at any location within a casino comprising:
 - a host server comprising a memory;
 - a database associated with the memory;
 - data relative to the casino business retrievably stored in the memory in accordance with the database;
 - a handheld computing device capable of being transported to any location within the casino, the handheld computing device comprising a data entry system and a display system; and
 - a wireless communication system operably coupled between the host server and the handheld computing device, the wireless communication system configured to: (i) retrieve select casino business data from the host server in response to a request for that select casino business

data input via the data entry system, and communicate the retrieved casino business data from the host server to the handheld computing device so that the retrieved casino business data can be displayed on the display system; (ii) communicate casino business data input via the data entry system to the host server so that the input casino business data can be retrievably stored in the memory in accordance with the database; and (iii) communicate a command input via the data entry system relative to the casino business data to the host server so that the host server can operate to complete the command.

3. The system of claim 2, wherein the wireless communication system comprises an ultrasonic communication system.

4. The system of claim 2, wherein the wireless communication system comprises an infrared communication system.

5. The system of claim 2, wherein the wireless communication system comprises a radio frequency communication system.

6. A system for conducting casino business at any location within a casino comprising:

a host server comprising a memory;

a database associated with the memory;

data about a plurality of customers of the casino retrievably stored in the memory in accordance with the database;

a handheld computing device capable of being transported to any location within the casino, the handheld computing device comprising a data entry system and a display system; and

a wireless communications system operably coupled between the host server and the handheld computing device, the host server and the wireless communication system configured to: (i) retrieve the customer data from the host server relative to a customer selected from the

plurality of customers by entry of identification data about the customer via the data entry system; (ii) communicate the retrieved customer data relative to the selected customer from the host server to the handheld computing device so that the retrieved customer data relative to the selected customer can be displayed on the display system; and (iii) communicate new customer data relative to the selected customer input via the data entry system to the host server so that the new customer data can be retrievably stored in the memory in accordance with the database.

7. The system of claim 6 wherein the customer data comprises table game rating data.
8. The system of claim 6 wherein the customer data comprises comp data.
9. A system for conducting casino business at any location within a casino comprising:
 - a host server comprising a memory;
 - a database associated with the memory;
 - a handheld computing device capable of being transported to any location within the casino, the handheld computing device comprising a data entry system and a display system wherein a user of the handheld computing device may input enrollment data about a customer of the casino desiring to enroll in a customer loyalty program via the data entry system; and
 - a wireless communication system operably coupled between the host server and the handheld computing device, the wireless communication system configured to communicate the enrollment data input via the data entry system to the host server, the host server configured to retrievably store the enrollment data in the memory in accordance with the database.
10. A system for conducting casino business at any location within a casino comprising:
 - a host server comprising a memory;
 - a database associated with the memory;
 - comp data for a plurality of customers of the casino retrievably stored in the memory in

accordance with the database, the comp data including comps available to the plurality of customers;

a handheld computing device capable of being transported to any location within the casino, the handheld computing device configured to issue comps based on the comp data, the handheld computing device comprising a data entry system and a display system; and

a wireless communication system operably connected between the host server and the handheld computing device, the host server and the wireless communication system configured to: (i) retrieve the comp data for a customer selected from the plurality of customers by entry of identification data about the customer via the data entry system from the host server; (ii) communicate the comp data relative to the selected customer from the host server to the handheld computing device so that the comp data relative to the selected customer can be displayed on the display system; and (iii) communicate a comp selected via the data entry system from the comps available to the selected customer and issued via the handheld computing device to the host server so that the issued comp can be retrievably stored in the memory in accordance with the database.

11. A method for conducting business at any location within a casino comprising the steps of:
providing a host server comprising a memory;
providing a database associated with the memory;
retrievably storing data relative to the casino business in the memory in accordance with the database;

providing a handheld computing device capable of being transported to any location within the casino, the handheld computing device comprising a data entry system and a display system;

establishing bi-directional wireless communication between the host server and the handheld computing device; and

communicating the casino business data between the host server and the handheld computing device.

12. A method for conducting casino business at any location within a casino comprising the steps of:

providing a host server comprising a memory;

providing a database associated with the memory;

retrievably storing data relative to the casino business in the memory in accordance with the database;

providing a handheld computing device capable of being transported to any location within the casino, the handheld computing device comprising a data entry system and a display system;

establishing wireless communication between the host server and the handheld computing device;

inputting a request for select casino business data via the data entry system;

retrieving the select casino business data from the host server in response to the request for the select casino business data;

communicating the retrieved casino business data from the host server to the handheld computing device;

displaying the retrieved casino business data on the display system;

inputting casino business data via the data entry system;

communicating the casino business data input via the data entry system to the host server;

retrievably storing the input casino business data in the memory in accordance with the database;

inputting a command via the data entry system relative to the casino business data; and
communicating the command to the host server, the host server completing the command.

13. The method of claim 12 wherein the step of establishing wireless communication between the host server and the handheld computing device is established with ultrasonic signals.

14. The method of claim 12 wherein the step of establishing wireless communication between the host server and the handheld computing device is established with infrared signals.

15. The method of claim 12 wherein the step of establishing wireless communication between the host server and the handheld computing device is established with radio frequency signals.

16. A method for conducting casino business at any location within a casino comprising:

providing a host server comprising a memory;

providing a database associated with the memory;

retrievably storing data about a plurality of customers in the memory in accordance with the database;

providing a handheld computing device capable of being transported to any location within the casino, the handheld computing device comprising a data entry system and a display system;

establishing wireless communication between the host server and handheld computing device;

selecting a customer from the plurality of customers by entering identification data about the customer via the data entry system;

retrieving the customer data relative to the selected customer from the host server;
communicating the retrieved customer data relative to the selected customer from the host server to the handheld computing device;
displaying the retrieved customer data relative to the selected customer on the display system;

inputting new customer data relative to the selected customer via the data entry system;
communicating the new customer data relative to the selected customer to the host server;
and

retrievably storing the new customer data relative to the selected customer in the memory in accordance with the database.

17. The method of claim 16 wherein the customer data comprises table game rating data.
18. The method of claim 16 wherein the customer data comprises comp data.
19. A method for conducting casino business at any location within a casino comprising the steps of:

providing a host server comprising a memory;
providing a database associated with the memory;
providing a handheld computing device capable of being transported to any location within the casino, the handheld computing device comprising a data entry system and a display system;

establishing wireless communication between the host server and the handheld computing device;

inputting data enrollment data about a customer of the casino desiring to enroll in a customer loyalty program via the data entry system;

communicating the enrollment data from the handheld computing device to the host server; and

retrievably storing the enrollment data in the memory in accordance with the database.

20. A method for conducting casino business at any location within a casino comprising:
 - providing a host server comprising a memory;
 - providing a database associated with the memory;
 - retrievably storing comp data for a plurality of customers of the casino in the memory in accordance with the database, the comp data including comps available to casino customers;
 - providing a handheld computing device capable of being transported to any location within the casino, the handheld computing device comprising a data entry system and a display system;
 - establishing wireless communication between the host server and the handheld computing device;
 - selecting a customer from the plurality of customers by entering identification data about the customer via the data entry system;
 - retrieving the comp data relative to the selected customer from the host server;
 - communicating the comp data relative to the selected customer from the host server to the handheld computing device;
 - displaying the comp data relative to the selected customer on the display system;
 - selecting a comp via the data entry system from the comps available to the selected customer;
 - issuing the selected comp via the handheld computing device;
 - communicating the issued comp to the host server; and

retrievably storing the issued comp in the memory in accordance with the database.